

# Coldstream Playgroup Day Care of Children

Community Wing  
Coldstream Primary School  
Home Place  
Coldstream  
TD12 4DT

Telephone: 01890 830 342

Type of inspection: Unannounced  
Inspection completed on: 20 June 2018

**Service provided by:**  
Coldstream Playgroup Management  
Committee

**Service provider number:**  
SP2003001994

**Care service number:**  
CS2003009257

## About the service

This service has been registered since 2002.

Coldstream Playgroup is registered to provide a care service to a maximum of 18 children between the ages of 2 and 5 years.

The playgroup operates from the Community Wing of Coldstream Primary School. The premises consist of two playrooms, kitchen, toilet facilities and offers direct access to a secure outdoor play area. The group use the primary school sensory room, gym hall and school grounds for activities and play.

The aims and objectives of the service include:

"To develop links with the wider community.

To offer support to all parents and carers of young children.

To provide a safe and happy environment for all children."

We found these aims reflected the service on offer.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting it right for every child (GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators. We use the indicators at inspection, to assess how services are making a positive difference for children. Information on SHANARRI can be found at <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

## What people told us

We observed the children enjoying the very good variety of activities and experiences both indoor and outdoor. They were happy and content in their play and interactions with staff and each other. Children were confident in showing us their own folders and club floor book, describing the activities they had taken part in. Children told us they liked playing "outside in the water", "painting", "having fun" and going to the "sensory ball pool".

We sent ten care standard questionnaires to the service to give to parents. Five were returned to us. All five strongly agreed with the statements 'overall I am happy with the quality of care my child receives in this service' and 'I am confident that staff have the skills and experience to care for my child and support their learning and development'.

Representative comments included:

"My child is happy and confident in the setting."

"My child loves going and tells me with excitement about what they have done whilst there."

"Staff are great with my child and work along with me to make sure they are happy there."

"I get my book from the playgroup with updates as to how my child is settling in and progressing."

We spoke with five parents and carers when we visited the service. They were all very supportive of the service and talked to us about the "lovely nurturing environment" and "I know if my child needs a cuddle they get one".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the current development plan when we visited the service. Staff talked to us about the developments that were currently in progress and of plans they had for future improvements to the service.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The enthusiastic and skilled staff team were focused on creating a nurturing, happy, fun and stimulating environment for the children. The relationships between staff and children were kind and friendly and we could see staff had genuine respect for the children. The warm relationships staff had with parents encouraged them to feel included and to get involved in the group. Staff knew children well and were therefore able to provide very good levels of individualised care and support.

Coldstream Playgroup had established close links with the local primary school and the wider community. This had resulted in shared experiences and the promotion of best outcomes for the children. Children received appropriate and responsive support because the service had developed good links with other professional and knew how to access a variety of services.

By offering a very good variety of open-ended experiences children's problem solving skills, confidence and independence were promoted. We saw the friendships that had been forged between children and how staff encouraged these friendships. The environment supported children in the creation and choice of the space they wanted to play in. We saw children independently and confidently accessed free flow play between the playrooms and the outdoor area. They could get involved in cooking and baking experiences which encouraged them to develop positive attitudes to foods and wellbeing. We saw children were familiar with routines which encouraged their wellbeing, such as regular hand washing.

Children were enjoying the successful promotion of loose parts play where they were able to create learning experiences through the use of their imagination, curiosity and creativity. They were learning about the world around them whilst taking responsibility for caring for each other. We saw children independently problem solving which helped promote resilience, a skill for later years. Staff intervened and added value to children's play only to enable them to extend, support or to encourage them to balance any risks with the benefits of their wellbeing and safety. Staff had a very good understanding of how to protect children and keep them safe.

## What the service could do better

We asked the manager and staff to continue updating their knowledge by looking at the new Health and Social Care Standards.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
20 Sep 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
16 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Aug 2012	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good

Date	Type	Gradings	
14 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Mar 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
16 Sep 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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